



**Policy:** 1301  
**Procedure:** 1301.09  
**Chapter:** Communications  
**Rule:** Spanish Translator  
Interpreter

**Effective:** 11/30/05  
**Replaces:** 1400.02  
**Dated:** 05/11/05

### **Purpose:**

The Arizona Department of Juvenile Corrections (ADJC) is dedicated to the provision of culturally and linguistically appropriate services for our clients. Accordingly, the Department shall establish agency-wide translation and interpretation services for mono-lingual, Spanish-speaking juveniles and families. Additional linguistic services will also be provided to minority clients on an as needed basis.

### **Rules:**

1. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall translate documents into Spanish, to include the following:
  - a. Agency forms, as approved by the ADJC Office of Policy And Procedure;
  - b. Electronic documents on the ADJC Public Website, as determined by the ADJC Web Administrator;
  - c. Agency approved materials:
    - (1) Workbooks used in Safe Schools;
    - (2) Juvenile and Family Orientation Handbook;
    - (3) Division brochures;
    - (4) Letters or informational flyers distributed to parents and/or constituents.
2. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall provide formal interpretation services in Spanish, in the following settings:
  - a. Parole Revocation hearing;
  - b. Suspension hearing;
  - c. Disciplinary Hearing;
  - d. Treatment staffing;
  - e. Transition staffing;
  - f. Reception, Assessment and Classification (RAC) process;
  - g. Superintendent Review Boards;
  - h. Individual Education Plan (IEP) staffing;
  - i. In-home Evaluation meeting;
  - j. Any other scheduled meeting arranged by agency staff that contributes to agency business.
3. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall provide formal interpretation services in Spanish, under the following circumstances:
  - a. Initiate phone calls and/or facilitate conference calls with Spanish-speaking parents, at the request of an ADJC employee;
  - b. Respond to phone calls received from Spanish-speaking parents;
  - c. Respond to phone calls received from Spanish-speaking public constituents;
  - d. Respond to Spanish media inquiries, at the direction of the ADJC Communications Director or ADJC Public Information Officer (PIO);
  - e. Assist with the production of videos distributed to clients and constituents of ADJC.
4. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall perform other assigned duties, to include:
  - a. Overseeing the Mexican Consulate Program, ADJC Policy 4014;
  - b. Assisting with the recording of Spanish voice-mail messages throughout the agency;

## Page 2 of 2

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